Verizon Global Wholesale

OSS Interface

Change Management Process

Version 3.0
October 10, 2006

Document Revision History

Version 2.1 updated on April 5, 2001. Version 2.1 changes date, version, and page numbers caused by insertion of new language in XI Versioning of Application to Application Interfaces. These content changes were reviewed with the CLEC community on the April 4[th conference] call.

Version 3.0 updated October 2006. Version 3.0 amends sections IV (Forecast and Planning Information), XI (Versioning of LSR Application to Application Interfaces, and XV (Escalation Process) and adds section XVII (Procedures for Change the CMP Process Document). Those changes were received with and approved by the TC community at the October Change Management meeting held via conference call on Tuesday, October 10, 2006.

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I. Introduction

This document serves as a reference for the processes by which Telecommunications Companies (TCs) ordering local communications services and Verizon communicate about changes to interfaces offered by Verizon for access to Operating Support Systems (OSS) supporting its provision of resold telecommunications services, unbundled network elements (UNE), and facilities, as applicable. These OSS interfaces include pre- ordering, ordering/provisioning, trouble reporting and maintenance, and billing. The Change Management Process described in this document describes how Verizon and TCs will work together to implement changes to OSS interfaces, associated business rules and applicable business processes and applies throughout the region served by the former Bell Atlantic/GTE (now Verizon).
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II. Change Request Process

Verizon tracks changes to the OSS interfaces as Change Requests and assigns a tracking number to each Change Request. The Change Management process begins with the identification of the Change Request and encompasses requirement definition, design, development, notification, testing, implementation, and decommissioning of the Change Request.

III. Change Classifications

Type 1 (Maintenance) Change

A Type 1 change corrects problems in production versions of an OSS interface. Either Verizon or the TC may initiate the Change Request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate, such as to cause incorrect or improperly formatted data. Instances where Verizon or TCs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during change management review of the Change Request. Type 1 changes will be processed on an expedited basis.

Additionally, once a Type 1 change is identified, the Change Management Team must determine the nature and scope of the problem. Type 1 changes should be categorized in the following manner:

Severity 1: Interface Unusable - Interface discrepancy results in totally unusable interface. TC Orders/Pre-Orders/Maintenance Requests cannot be submitted or will not be accepted by Verizon. Manual work-arounds are not feasible. Change is considered essential to continued operation. Verizon and TCs should work to resolve the discrepancy as quickly as possible.

Severity 2: Interface Affecting - Orders/Pre-Orders/Maintenance Requests require work-around on the part of Verizon or TC(s). Change is considered

significant to operations. Verizon and TCs should work to resolve the discrepancy in a timely manner.

Severity 3:   Process Impacting - Orders/Pre-Orders/Maintenance Requests can be submitted and will be accepted through normal process/interfaces. Clarification or correction is considered critical to ongoing operations. Verizon should work to provide appropriate documentation on an expedited basis.

Type 2 (Regulatory) Change
Changes affecting the interfaces between the TC's and Verizon's operational support systems required in order to comply with state or federal law, orders or specific directives by regulatory authorities (such as the Federal Communications Commission), state or federal court orders, or required to meet standards, metrics, or other obligations imposed by, or under agreement with, the FCC or state commissions. Either Verizon or, as applicable, the TC may initiate the Change Request.

Type 3 (Industry Guidelines) Change
Changes affecting interfaces between the TC's and Verizon's operational support systems requested to bring these interfaces in line with agreed upon telecommunications industry guidelines are Type 3 changes. Either Verizon or the TC may initiate the Change Request. These are industry guidelines defined by trade groups, such as the Alliance for Telecommunications Industry Solutions (ATIS). Guidelines of particular relevance are those for OSS interfaces and local services ordering as defined by the Ordering and Billing Forum (OBF), EDI standards defined by the Telecommunications Industry Forum (TCIF), and trouble reporting interfaces defined by the Electronic Commerce Interexchange Committee (ECIC).

Type 4 (Verizon Originated) Change
A Type 4 change is a change affecting the interfaces between the TC's and Verizon's operational support systems initiated by Verizon other than a Type 1,2 or 3 changes. These changes might reflect a business process improvement which Verizon is seeking to implement within its own internal operational support system and that implies a change in the way the TC will interact with Verizon.

Type 5 (TC Originated) Change
A Type 5 change is a change affecting interfaces between the TC's and Verizon's operational support systems initiated by a TC other than a Type 1, 2 or 3 changes. These changes might reflect a business process improvement which the TC is seeking to implement within its own internal operational support system and that implies a change in the way the TC wishes to interact with Verizon. Type 5 changes are changes intended to primarily benefit the TCs. Appendix A should be used to submit a Type 5 Change Request.

IV. Forecasts and Planning Information

In order to facilitate joint planning for long term development between Verizon and the TCs and production support capacity plans, two forecasts and specifications will be shared. Once per quarter, Verizon will provide a long term forecast covering the next six to nine months including high level estimates of when Verizon intends to release, upgrade or retire its various operational support systems. At the same time, Verizon will provide a nearer term outlook with a high level description of the items to be released in the next three to four months. Included in this outlook will are details of OSS interface affecting changes, TC requested changes, and flow-through changes.

These forecasts are provided on a 'reasonable efforts' basis and do not preclude Verizon from taking action, with notice provided as otherwise required under other Change Control provisions, inconsistent with the forecasts.

Verizon will inform the TC community of proposed Beta trials for OSS Interface changes. Such notification is intended to provide the TC with an opportunity to offer meaningful input relative to the proposed Beta trial. At the time of notification, Verizon will provide the proposed timeline for the Beta trial (each timeline will be based on the scope of the Beta trial). Selection of volunteer trial participants shall be within Verizon's discretion. In exercising its discretion, Verizon will consider factors likely to impact the trial such as TC willingness to participate and cooperate in the trial, user capabilities, interfaces at issue, and volumes applicable to the functionality being introduced. Trial participants will provide the Change Management Group with a written test plan, and interim and final written test results reports.

V. Industry Change Control Meeting

The Industry Change Control Meeting is a monthly forum attended by the Verizon Change Control Manager, Verizon Support Group's subject matter experts (as needed), and TC Change Management representatives. The Industry Change Control Meeting's main objectives are to:
- Provide a forum for discussing Change Control issues
- Summarize prior month's activities
- Present outlook for future releases

The Change Control Manager will typically distribute all meeting materials one week prior to the monthly meeting. The materials will typically include:
- Agenda
- Industry Change Control Meetings Schedule
- Discussion Topics Summary
- Change Activity Rollup for prior month
- List of targeted/scheduled Change Requests
- Verizon Systems (Interface) Matrix

TCs have the ability to request that items get added to the Industry Change Control meeting agenda by sending an email to the Verizon Change Control Database.

The following timeline applies for the distribution, posting, and updating of monthly Industry Change Control materials:
- 10 business days prior to meeting
  - TC input for upcoming meeting Agenda items due to Verizon Change Control Database
- 5 business days prior to meeting
  - Industry Change Control meeting materials are sent to the industry.
- Industry Change Control Meeting
  -5 business days after the meeting, Verizon will post meeting minutes to the web site.

VI. Prioritization Working Group Meeting

The Prioritization Working Group Meeting is a monthly forum attended by the Verizon Change Control Manager, Verizon Support Group's subject matter experts (as needed), and TC Change Management representatives. The Prioritization Working Group Meeting's main objectives are to:
- Introduce newly initiated Verizon and TC originated Change Requests
- Allow TCs to prioritize new Type 4 and Type 5 Change Requests by providing specific input as to the relative importance that TCs, as a group, assign to each such Change Request
- Provide status on existing Verizon and TC originated Change Requests

The Change Control Manager will distribute all meeting materials one week prior to the monthly meeting. The materials will typically include:
- Agenda
- Prioritized spreadsheet of Type 4 and Type 5 Change Requests
- Spreadsheet of Not Rated or Re-rated Change Requests
- New Change Requests as submitted by initiating TC

VII. TC Workshops

TC Workshops are organized and facilitated by the Change Control Manager and can serve any one of the following purposes:
- Educate TCs on a particular process or business function
- Collect feedback from TCs on a particular process or business function
- Provide a forum for Verizon or TCs to lobby for the implementation of a particular process or business function

VIII. Prioritization Process

TCs will use the process below to prioritize, as described above, Type 4 and Type 5 Change Requests. Change Requests may not be implemented in the priority order specified by TCs due to the complexity of the Change Request, the relationship between the implementation of one change and changes specified in other Change Requests, and other factors. Implementation decisions will remain within Verizon's discretion, consistent with applicable law and regulatory authority and resource constraints. Verizon will consider TC prioritization in exercising this discretion.

The initiating TC must participate at Prioritization Working Group (PWG) meetings to review new Change Request(s). New Change Request(s) will not be reviewed at PWG meetings until the initiating TC participates. If the initiating TC is not represented at two consecutive PWG meeting, the request will be cancelled and removed from the Not Rated list unless another TC champions the Change Request. As stated above, prioritization is intended to provide Verizon with a comprehensive view of how CLECs, as a group, rank the applicable Change Requests.

Voting
Each TC is allowed one vote and should have one representative responsible for providing a rating. Each participating TC can only assign a rating to a Change Request at the PWG meeting. A rating will not be accepted outside of the Prioritization Working Group Meeting (e.g., via e-mail, etc).

TCs may only provide a rating at the Prioritization Working Group meeting where the new Change Request is introduced to Prioritization Working Group. TCs that were not present at that meeting may not submit ratings at subsequent meetings.

TCs can defer/pass on voting. A rating of defer or pass will not be averaged in the overall rating. If a rating is received subsequent to the meeting after a deferral is requested, the average rating will be adjusted accordingly.

TCs can submit a formal request to re-rate a Change Request to Verizon Change Control no later than 2 weeks prior to the next Prioritization Working Group. The request must provide a reason for requesting the re-rate. Re-rate requests will not be accepted from TCs that did not participate in the initial rating. Once a re-rate is requested, all TCs participating at the subsequent PWG meeting can submit a rating.

TCs that fail to attend a PWG meeting when a re-rate occurs will not have an opportunity to re-rate the Change Request. The initial rating for that TC will be carried forward.

TCs can request an addendum or modification to a new Change Request, if agreed to by the originating TC. The originating TC or TC requesting the addendum must re-submit the Change Request, if an addendum or modification is agreed upon. TCs will be allowed to rate the new Change Request prior to the addendum or modification, providing the addendum or modification is clearly conveyed at the Prioritization Working Group meeting. TCs may co-sponsor a Change Request.

Each participating TC ranks each Change Request by providing a rank from 1 (low) to 5 (high) based on the following criteria:

Interface Usability
To what extent will the Change Request improve the usability of the interface?

Benefit to TCs
How will TCs benefit from the implementation of the Change Request?

Productivity Impact
To what extent will the Change Request streamline TC processes and increase TC productivity?

Cost/Expense to Develop and Operate
What are TC's and Verizon's cost to develop and operate the Change Request relative to other Change Requests? What will be the developmental time for the request?
Note: High costs may jeopardize schedule of lower cost, high impact Change Requests

LSOG or other Industry Guideline Conformity
Does the Change Request aim to satisfy LSOG or other industry guidelines that are not being satisfied?

Average rating calculations are based on the rating provided by all TCs that participate in the rating process.

IX. Notification Timelines

Notification and confirmation of the scheduled implementation of Change Requests will be accompanied by the appropriate documentation (business rules, technical specifications).

Type 1
> Notification and confirmation timelines for Type 1 are determined on an individual case basis based on the severity of the problem.

Type 2
Timelines for Type 2 Change Requests are, in general, determined based on applicable law/regulatory rules. If the notification timeline is not specified by the regulatory action and business rules are impacted, then unless the implementation timeline specified or required by the applicable regulatory action is inconsistent with use of the same notification intervals employed for Type 4 and Type 5 Change Requests (e.g., the change must be implemented by law in 30 days from the date of an order), or Verizon and the TCs reach consensus on different intervals, Verizon will follow, for Type 2 Change Requests, the same notification intervals for Type 4 and Type 5 Change Requests. Subject to the same conditions listed above, Verizon will provide 45 days notification prior to implementation of Type 2 Change Requests that do not impact business rules.

Type 3
Type 3 timelines are based upon mutual agreement in conjunction with the rollout of national guidelines subject to any overriding regulatory obligations. Where practical, Verizon will supply a level overview of how Verizon intends to implement major changes in the new industry guideline 180 days in advance of implementation. Draft business rules may also be provided. Subject to regulatory requirements, implementation notification will be no less than the timeline used for Type 4 and Type 5 Change requests.

Type 4 and Type 5
Generally, notification of the scheduled implementation of Type 4 and Type 5 changes will follow the schedule below:

- 73 days prior to implementation draft business rules are published
- 66 days prior to implementation draft technical specifications are published
- TCs have 15 business days from publication of documents to provide comments
- 45 days prior to implementation change confirmation occurs through the publication of final business rules, technical specifications and error message documentation.

For Type 4 and Type 5 Change Requests, in some instances, it will make sense to provide more notification, or less notification, based upon the severity and the impact of the change. For example, if the change has a benefit and has little material impact on the interface, Verizon will bring the Change Request to the TCs with for implementation with shortened notification timelines. An example of such a change is the introduction of new functionality that does not impact existing functionality. More notification would be provided in the case of a major backend system introduction that significantly impacts the OSS interface.

X. Application-to-Application Interface Testing

Verizon provides a separate CLEC Test Environment for the testing of application-to-application interfaces for pre-order and order. There are two types of testing: new release testing and new entrant testing. New release testing provides the opportunity to test the code associated with the release. New entrant testing allows TCs to test their entry into new products or geographic areas. It also allows TCs currently in production that need to perform regression testing, due to changes within their own applications, to notify the VZ test coordinator to create and implement a test plan in the CLEC Test Environment.

New Release & New Entrant Testing in the CLEC Test Environment

This section provides information regarding the CLEC (TC) Test Environment (CTE) and the procedures for new release and new entrant TC testing.

The CLEC Test Environment is a separate systems environment that contains the application-to-application interface and gateway applications for preordering and ordering. This environment is used for TC testing – both new release testing and new entrant testing. TCs are responsible for establishing and maintaining connectivity into the CLEC test Environment. Provided a TC uses the same connectivity option as it uses in production, the TC should, in general, experience response times similar to production. However, this environment is not intended for volume testing. The CLEC Test Environment contains the appropriate applications for pre-ordering and Local Service Request (LSR) ordering up to and including the service order processor. The Verizon-East production applications required will be provided for the Verizon-East CLEC Test Environment, and the Verizon-West production applications required will be provided for the Verizon-West CLEC Test Environment.

The CLEC Test Environment allows for comprehensive testing of Pre-Ordering and LSR Ordering functionality. All pre-order functionality is available in the CLEC Test

Environment excluding the installation status inquiry, XDSL loop qualification inquiry, and loop qualification inquiry – extended transactions. Arrangements will be made with interested TCs to test these functions in production. Ordering functionality is tested from receipt of an LSR via EDI through the creation of a service order and the return to the TC of confirmations and completions (as negotiated with Verizon). Service orders associated with LSRs that flow through will be entered into the service order processor. Verizon will manually enter Service orders associated with LSRs that do not flow through into the service order processor. Once the service orders have been entered into the service order processor, confirmation notices will be generated automatically. Completion notices are generated through a process that simulates completion processing in production. Verizon will work with each TC to identify specific test scenarios in the TC's test plan to test completion processing. Data on completion notices will be sample data and may not be specific to each test account.

In the CLEC Test Environment, service orders will not impact the end state of accounts. Therefore, a CSR inquiry will not reflect any changes to the end state of accounts as a result of a service order. Also, an LSR cannot be issued to migrate a retail account to a TC and then a subsequently have an LSR issued to do post migration changes. Post migration changes may be done against accounts that were previously set up for each TC.

Any special procedures required due to geographical or system differences will be reviewed with the participating TC prior to the implementation of their testing phase.

The CLEC Test Environment will contain the data associated with a wide range of accounts. TCs participating in new release or new entrant testing will be solicited for the accounts they need to have in the environment. TC specific accounts will be generated for each TC along with a group of retail accounts to be used by all TCs. The environment will also contain the data necessary to support the Quality Baseline Validation Test Decks.

Not all addresses and telephone numbers from production will be loaded into the CLEC Test Environment. Addresses and telephone numbers from representative NPA's will be in the environment. These addresses and telephone numbers can be used for pre-order and order transactions.

NEW RELEASE TESTING

Definitions
New release testing is the process TCs use to test an upcoming Verizon systems release that impacts the interface and business rules between TCs and Verizon. This testing will take place after Verizon has completed its internal testing of the release.

New release testing is intended for those TCs which are currently in production with Verizon, submitting and receiving pre-order or order transactions through an application-

to-application interface (i.e., EDI, CORBA). This process does not apply to the Web GUI interface.

Quality Baseline Validation Test Decks and Test Accounts

Verizon has created and will maintain standard Quality Baseline Validation Test Decks of pre-order and order transactions that will be used to test a new release. The Quality Baseline Validation Test Deck is also referred to as the Regression Test Deck. Verizon will distribute the updated regression test decks for the upcoming new release through VZ Change Control two weeks prior to the start of TC testing. The regression test decks are posted to the Verizon Wholesale web site shortly after their distribution through VZ Change Control.

Verizon will run the regression test decks before the TC test period begins and at the conclusion of TC new release testing.

Verizon may also develop specific progression test scenarios for the major changes in functionality of the new release. If additional progression test scenarios are developed, they will be distributed through VZ Change Control two weeks prior to the start of TC testing. The progression test scenarios will be posted to the Verizon Wholesale web site shortly after their distribution through VZ Change Control.

The progression test scenarios will also be run in the CLEC Test Environment at the same time as the Quality Baseline Validation Test Decks are run in the CLEC Test Environment. Results will be reported with those of the Quality Baseline Validation Test Decks. After new release testing is concluded, some of the release specific progression scenarios may be moved into the Quality Baseline Validation Test Decks.

For Pre-Order transactions, the test decks consist of inbound requests and corresponding outbound responses. For Order transactions, the test decks consist of the LSR, the inbound EDI request, and the outbound EDI response (e.g., confirmation).

These test deck scenarios and test deck accounts are available for TCs to use during the testing period. However, TCs are not limited to these transactions and accounts and may request additional support from Verizon to build specific test accounts in the CLEC Test Environment. Such requests must be received as part of a test plan two weeks prior to the beginning of TC testing.

TCs may also request that some of their accounts that currently reside in production be moved into the CLEC Test Environment to be available for testing. Generic TC accounts in the CLEC Test Environment may be duplicated using the identification of another TC.

Getting Ready for the New Release Testing

TCs are notified of the content of the release through the change management process. TCs should review the content of the release and determine if they want to participate in the test and what transactions they would like to submit as part of the test.

Verizon will put out an industry notification requesting TCs to identify their intent to participate in the test based on the schedule at the end of this section. At that time, Verizon will publish any changes to the schedule.

TCs wishing to participate in the test should make arrangements with the CLEC Testing coordinator.

As identified on the schedule, TCs need to submit a test plan identifying the nature and volumes of transactions they intend to submit as part of the test and when the transactions will be submitted. The test coordinator will work with the TC in determining the appropriate testing scenarios, and to ensure that the test plan will meet the TC requirements to test the new release, and if additional accounts must be added to the CLEC Test Environment database based on their test plan.

New Release Testing Process

Four weeks prior to a TC impacting release, code for that release will be loaded into the CLEC Test Environment. This code will already have gone through Quality Assurance testing by Verizon. Verizon will run the test decks through the new release system code and publish the results of this test through VZ Change Control. The published results will indicate if there were any differences from what was documented in the test decks previously distributed through VZ Change Control.

TCs will begin new release testing on the Monday four weeks before release implementation and may submit test transactions normally between 8:00 a.m. and 5:00 p.m. Eastern Monday through Friday. Verizon may offer extended hours, or changes to the schedule, and any such changes will be communicated through the Change Management Process. The CLEC Test Environment will be unavailable for new release testing the Friday before release implementation into the CLEC Test Environment and into production. Orders that qualify for level 5 transactions will flow through to the service order processor. Acknowledgements, confirmations, and (where mutually agreed) completions will be provided. Order transactions that do not flow through will be manually entered into the service order processor and the same responses provided.

During new release testing, the testing coordinator will be the TCs point of contact to identify and resolve problems and questions. The testing coordinator will involve other Verizon personnel as required. Verizon will maintain a log of issues during the new release test. Issues will be responded to by the next business day. The status of open issues will be published and reviewed with the TCs on status calls to be held by the TC Testing Director, or designate, every Tuesday and Friday.

On the last Monday of the TC new release testing period, a special status call will be held to identify any outstanding issues that must be fixed prior to release implementation.

Verizon will not make any changes to the CLEC Test Environment while TCs are testing the new release. Defects will be fixed each Wednesday evening during TC new release testing. Emergency fixes may be implemented at times other than Wednesday evening. The last Wednesday will be reserved for fixes that must be done prior to release

Implementation. Any of these additional fixes will be communicated through Change Management Process. This enables the TCs an opportunity to retest before the code is migrated to production.

The escalation procedure to be used, if necessary, to resolve issues during TC new release testing is at the end of this section.

Post New Release Testing

After completion of TC testing, the code will be migrated into production. The CLEC Test Environment will continue to contain this code until the code for the next release is moved into the CLEC Test Environment.

Verizon will execute the test decks in the CLEC Test Environment at the end of the new release testing period and verify that the results match the published test decks. After the code contained in the CLEC Test Environment has been migrated to production, Verizon will run the Quality Baseline Validation Test Decks in production without changing the end state of accounts; and Verizon will document the results within 5 days. Completions will not be a part of the results obtained from production.

After each release has been moved into production, Verizon will affirm that it has used software configuration management tools to ensure that the CLEC Test Environment code was successfully moved into production.

NEW ENTRANT TESTING

Definitions

New entrant testing is the process TCs must go through prior to submitting live LSRs or pre-order transactions to Verizon in the production environment through an application-to-application interface. This testing is important to ascertain that the trading partner OSS interfaces and interactions work to the satisfaction of both the TC and Verizon - and that no adverse operational impacts are likely to occur to other operating TCs. This process does not apply to the Web GUI interface.

New entrant testing is intended for those TCs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing.

There are three phases to new entrant testing. The first, connectivity testing, ensures that the TC connectivity option is functioning properly. The second phase is the actual transmission of test transactions and responses and is conducted in the CLEC Test Environment. The third phase involves allows the TC to begin friendly production testing.

The duration of new entrant testing will vary based on the complexity of services being tested and the type of connectivity requested by the TC. A TCs expertise with establishing connectivity and processing EDI/CORBA transactions will greatly impact

the duration of new entrant testing. Verizon will work with the TC to complete new entrant testing as expeditiously as possible.

DEVELOPMENT OF A TEST PLAN

1. The TCs will advise Verizon when they are ready to use application-to-application interfaces to conduct business with Verizon. There will be a meeting or conference call between the TC and Verizon to discuss connectivity. A testing coordinator is assigned to the TC at this time.

2. TC obtains and reviews the most current EDI and Business Rules documentation from the Verizon web site and will contact their test coordinator when ready to test.

3. The TC and Verizon test coordinator will jointly developed the TCs test plan. For ordering, the scenarios will be determined by the business the TC will be in (Resale, UNE, Platform), the markets they will serve (residence/business), and the types of transactions (Migrate as is, Migrate as Specified, New, Changes, etc). The scenarios should include supplemental transactions. Pre-Order transactions are based on which transactions the TC will be using in production (CSR retrieval, TN selection, etc). Verizon will assist in the determination of which scenarios are needed based on previous testing experience. TCs will be required to test at least one scenario of each type of transaction they will be using in production. For ordering, TCs will be required to test each of the three types of supplementary LSRs (change date due, cancel, other). Verizon will support up to 5 test cases of the same transaction.

   The scenarios will be grouped into logical phases based on type of request (Resale, UNE, Platform), complexity of request (single line, multiline), or other logical grouping. The TC and Verizon will develop a schedule including intermediate milestones for the test. This schedule will be reviewed and updated on a regular, periodic basis.

   Verizon will provide a spreadsheet for the TC to enter a description of each scenario and the PON number used to transmit the scenario. See sample spreadsheet at end of this section.

   Test Account Establishment
   Verizon will review each scenario and determine what test account can be used for that scenario. The scenarios contained in the Quality Baseline Validation Test Decks used in new release testing are also available for TCs use in new entrant testing. The TC may elect to submit scenarios contained in the test decks and/or develop new scenarios to use during new entrant testing. If new test accounts are required, Verizon will build these accounts, as required, within two weeks. If test deck accounts are selected to use during new entrant testing, Verizon will update them to reflect the TC's

AECN or RSID. Verizon will provide the TC with the necessary account information including BTN, SBN, etc. Test deck documentation is posted to the Verizon Wholesale web site.

NEW ENTRANT TESTING PROCESS

TCs may submit test transactions into the CLEC Test Environment from 8:00AM to 8:00 PM Eastern, Monday through Friday. Verizon will negotiate with any TC for any request for a different schedule through the Change Management Process. In addition, the one exception to this time will be during the four weeks of New Release testing, when availability will be 8:00AM to 5:00PM, Eastern. Any exception to the process can be worked between TC and the test coordinator. Verizon personnel will be available to support the TC during normal business hours. The CLEC Test Environment will be unavailable for new entrant testing on the Friday before a new release is implemented in the CLEC Test Environment or in production. The TC and Verizon will use the spreadsheet at the end of this section to communicate when PONs will be delivered to Verizon and the status of each PON. The spreadsheet will be sent through e-mail. The TC will notify Verizon via the spreadsheet of the intent to transmit EDI transactions and the associated PON numbers. Verizon will provide a status of the PON via the spreadsheet through e-mail by the next business day. The status will indicate if the PON completed successfully or contained errors. Verizon will also provide telephone support for the test throughout the day via the Testing Coordinator. If necessary, the Testing Coordinator will arrange for conference calls between the TC and Technical Support staff. The Testing Coordinator will be the TCs point of contract for all troubles and issues identified during the test including the "friendly production" phase.

Verizon will track issues arising during the test. Each issue will be documented and logged into an issue tracking document. The status of each open issue will be reviewed on a regular, basis as established at the test planning meeting.

Entrance/exit criteria are established for each phase of testing. The basic criteria for exiting the connectivity test phase are the ability of the TC and Verizon to successfully pass and receive information across the interface. The exit criteria for each phase of transaction testing will be the successful completion of the transaction in that phase including proper responses being returned to the TC by Verizon.

FRIENDLY PRODUCTION TESTING ("FRIENDLY PRODUCTION")

Upon successful completion of all test phases, the TC will begin to submit real production transactions that will be processed as other production transactions are processed. Verizon will provide the same level of support as provided in the test phase. during friendly production testing.

The LSRs sent during friendly production should be for end users such as TC employees or existing TC retail accounts. Verizon will carefully monitor these LSRs. Once Verizon

and the TC agrees that their transactions in production are working correctly, then the full testing process ends, and robust production can begin.

Sample New Release Testing Schedule

Monday 8 weeks prior to release implementation
Verizon will request the TC's to indicate their intent to participate in Release testing via Change Management Process

Monday 6 weeks prior to release implementation
TCs will provide an initial Release Test plan to their test coordinator

Monday 6 weeks prior to release implementation
Verizon publishes test deck scenarios developed for the release.
TCs provide test plan and account requirements to Verizon.

Friday 4 weeks prior to release implementation
CLEC Test Environment unavailable.
Release migrated to CLEC Test Environment.
Test decks run in CLEC Test Environment.

Weekend 4 weeks prior to release implementation
Verizon publishes results of test decks run in the CLEC Test Environment.

Monday 4 weeks prior to release implementation
TC testing begins.

Tuesday/Friday each of the 4 weeks before release implementation
Status calls are held.

Wednesday each of the 4 weeks before release implementation
Code fixes are implemented after 5:00PM as needed.

Monday 1 week prior to release implementation
Special status call is held.

Thursday before release implementation
TC testing concludes.

Weekend of release implementation
Test decks run in CLEC Test Environment and results published.
Release migrated to production.
Verizon verifies code successfully migrated.

Monday

Test decks run in production and results published within 5 days.

TC New Release Testing
Escalation Process
1. Purpose. To provide processes for TCs to raise and address issues arising during quality assurance testing of new releases with Verizon.
2. Prerequisites to Escalations. The expectation is that escalations should occur only after reasonable efforts have been made to resolve the issue with Verizon's testing team and test coordinator.
3. Escalation by a TC during Testing.
   a) If reasonable efforts to resolve an issue with Verizon fail, an individual TC (or group of TCs acting jointly) may escalate the issue to the TC Testing Director.
   b) The escalation and the subsequent responses and replies should take the form of e-mails, with copies to the industry change control distribution. The TC will also call the TC Testing Director to provide notification that an email was sent.
   c) The escalation should include the following:
      • An explanation of the issue.
      • A brief history of the steps taken to resolve the issue with Verizon's testing team and testing manager.
      • The desired outcome of the escalation.
      • The impact to the TC if the issue is not resolved.
      • Contact information, including name, title, phone number, and e-mail address.
   d) The Director will acknowledge receipt of an escalation. The Director will provide the escalating TC with an initial finding within 1 business day and a final response within 2 business days.
   e) The initial finding should include the following:
      • A brief explanation of the issue, if different from that provided by the escalating TC.
      • A brief statement of the likely resolution of the issue.
   f) The response should include the following:
      • An explanation of the issue, if different from that provided by the escalating TC.
      • A description of the steps taken by Verizon to resolve the escalation.
      • A proposed resolution of the issue.
   g) The escalating TC must reply to the Director's response within 2 business days, informing Verizon whether the TC intends to escalate the issue further.

h) If the Director fails to resolve the issue to the TCs satisfaction, the TC may escalate the issue to the Vice-President - Wholesale Customer Support over the TC Testing Process.

I) The second escalation need not repeat information, but it should describe any developments subsequent to the first escalation, including a copy of the director's response.

j) The Vice President will provide a final response within 1 business day.

k) The reply need not repeat information, but it should describe any developments subsequent to the first escalation.

l) If unsatisfied with an outcome, either party can seek appropriate relief.

Sample PON Tracking Spreadsheet

TC Test Case #	Version	Description	PON #	Date/Time Sent To Verizon	Pass/ Fail	Issues
1	AA	Change Hunting from C to S, Add additional DL	TESTPON01	3/22/99 6:30p.m.	Fail	There should not be an ALI on second DL form because LACT is N
	AB			4/01/99 10:00 a.m.	Fail	REQTYP missing
	AC				Pass	LSC sent
2	AA	Change Hunting from P to M, change to Non-Pub	TESTPON02	3/22/99 6:30 p.m.	Pass	LSC sent
3	AA	Remove Foreign Listing	TESTPON03	3/28/99 1:00 p.m.	Fail	Failed in EDI for incorrect EDI sequence. Please review LSR to insure EDI segments in correct order.
	AB			3/30 11:50 a.m.	Fail	Initiator ID and Initiator tel. no not sent.

XI. Versioning of LSR Preorder and Order Application-to-Application Interfaces

Versioning refers to the introduction of a new version (as defined by standards bodies) of an interface and the retirement (decommissioning) of an earlier version.

Beginning with the decommissioning of LSOG 6, Verizon will maintain a single version of the LSOG preorder and order interfaces. As the industry publishes new issues/LSOG versions, Verizon will review the changes it plans to implement with the industry participants at Change Management meetings and will implement any changes and an enhancement as incremental Type 3 initiatives in TC impacting releases as soon as possible after the industry issue is published.

There are two (2) situations when Verizon would maintain two (2) LSOG versions simultaneously. The first is when OBF publishes a new set of issues/LSOG version that causes Verizon to implement substantial changes that result in the creation of pipeline orders in the existing version. The second is when the ATIS industry body publishes changes to an application-to-application platform standard, which, if adopted by Verizon, would require Verizon to make substantial system changes to the structure of the application-to-application platform. If either of these situations arises, Verizon will review its plans to implement a second version of LSOG with industry participants via Change Management meetings. If Verizon and the industry agree that two (2) LSOG versions are necessary, Verizon will follow the Type 3 implementation process and will maintain two (2) LSOG versions for users of that application-to-application platform through the two (2) TC impacting releases following implementation, unless the application-to-application users participating in Change Management agree to a shorter time frame.

As changes are introduced to an existing LSOG version, a dot version of the Business Rules and Technical Specifications will be introduced. The previous dot version will be decommissioned immediately with the introduction of the new dot version. The TC will be required to move to the new dot version upon implementation.

When two (2) versions are required, the process to return to a single LSOG version will be accomplished using either a phased cutover or flash cut approach:

With a phased cutover, the oldest version will remain active for 30 days to receive LSRs for services with a date due no later than 30 days from the implementation date of the newest version. No LSRs including supplements will be accepted after 30 days. The oldest version will remain active
up to an additional 30 days to allow for the return of notifiers associated with completed LSRs previously submitted via the oldest version.

With a flash cutover, the oldest version will be retired immediately upon the implementation of the newest version.

Six months prior to implementation, Verizon will declare if it will be using the phased cutover or flash cut approach in implementing the newest version. At that time, Verizon will provide an overview of how the newest version will be implemented so that a CLEC who is familiar with the newest version can evaluate the degree of change caused by the implementation of the newest version. CLECs have two weeks to express valid objections to the method chosen via an e-mail to Change Control. Valid objections: (a) the differences between the release to be discontinued and the next current release are so great that a CLEC cannot practically migrate from the discontinued release to the next current release without the additional time provided by a phased approach; or (b) the next current release is unstable and not practically usable. If necessary, the objections will be resolved via the Change Control escalation process (see section XV).

Further, if between the six (6) month checkpoint described above and the time for discontinuing the release to be retired, an emergency circumstance arises that precludes a CLEC from completing the migration to the next current release, the impacted CLEC may notify Verizon of

the circumstances and request a phased cutover approach. Verizon will consider the request in good faith and if it agrees that a phased approach is warranted for that CLEC, will employ a phased cutover approach to the extent then practical. Prior to agreeing to a phased cutover, Verizon may request the CLEC to undertake additional activity on its part.

In addition to the above procedure, at any time that all CLECs have migrated off of the oldest release, Verizon may retire that release.

Absent exceptional circumstances, enhancements and increases in functionality will only be made in the highest available LSOG version.

Preorder Interface

For the preorder application to application interface, the previous version will be decommissioned when the new version is implemented. During the time when two (2)
LSOG versions are maintained,, Verizon will support the current and previous versions until the previous version is retired..

Miscellaneous

During the time when two (2) LSOG versions are maintained, for both the order and preorder application to application interface, Verizon will ensure that both the current and previous versions of the interface may be used to order all offered products intended for ordering through the interface and that the versions remain compatible with all backend systems. However, functional enhancements, such as fielded completions, may only be made to the current version.

During the time when one (1) LSOG version is maintained, in the event significant errors are introduced into the code base during a release causing multiple TCs to have an inability to transact business with Verizon for more than one (1) day and a workaround or fix is not available in the short term, Verizon will determine the appropriate course of action. One possible option might be to back out the error causing code and implement the previous version of code. Verizon will use the PSCC post release process to keep the TCs informed.

XII. Web GUI Version Control

The Web GUI will support the same LSOG version that is then available through application-to-application interfaces. When two (2) LSOG versions are maintained for application-to-application interfaces, the Web GUI will support only the newest LSOG version. There will be no impact on the TC pipeline orders. Orders transmitted in the previous version will be responded to in the new version.

Additionally, there are many changes that could be made to both the content and look and feel of the interface that would enhance utility and ease of use without impacting the application of business rules. Such changes would include adding pull-down menus to a field with multiple inputs. The actual inputs would be unchanged while the interactive capabilities of the

environment would be enhanced. Verizon will provide 30 days advance notice of such changes. These changes will result in a new dot phase of the GUI (i.e. Phase III.1).

Only one phase of the Web GUI interface will be maintained unless the changes are so significant as to require extensive training on the part of the TC.

XIII. Versioning of ASR Order and Billing Application-to-Application Interfaces

Verizon will follow the industry standard practices for the versioning of ASR order and billing application-to-application interfaces as documented by the Ordering and Billing Forum of the Carrier Liaison Committee.

XIV. Electronic Bonding Interface

Upon request, Verizon will develop and deploy an Electronic Bonding Interface (EBI) that supports the maintenance/repair of resold local services and UNEs. The requesting TC and Verizon will enter into a Joint Implementation Agreement (JIA) describing the precise nature of the EBI implementation.

The requesting TC will pay Verizon for the cost of the development of any enhancements to the EBI in advance of industry standards. This money will be refunded to the TC if the enhancement becomes industry standard within 12 months of deployment by Verizon.

Versioning of the EBI interface will be part of the JIA. Enhancements will be managed through the Change Management Process and will be flash cut.

XV. Escalation Process

Guidelines
- Process will include items that are defined as within the Change Management scope per this Change Management Process (e.g., scheduling, prioritization, etc.) and will cover all Change Request types. The expectation is that most items will have already been assigned a Change Request ("CR") number.
- Items for escalation should have been shared with the industry as defined in this Change Management Process.
- Escalations can involve issues related to the Change Management process itself.
- The expectation is that escalation should occur only after normal Change Management procedures (e.g., communication timelines) have occurred per the Industry Change Control agreement for each CR Type.
- Two Levels of escalation will be used. They include:
    - Level 1: TC Change Management Director (or designated agent) to Verizon Change Management Director
    - Level 2: TC Vice President (or designated agent) to Verizon Vice President
- Each level will go through the same Cycle, which is described below.

- All escalation communications must be distributed to the industry and Verizon Change Control e-mail unless there is a proprietary issue. If the TC has not circulated a nonproprietary request to the e-mail list, Verizon will forward the request to the list.

Cycle

- Item must be formally escalated as an e-mail sent to the appropriate escalation level within Verizon with a copy to the industry and Verizon Change Control e-mail.
- Subject of e-mail must be TC (TC Name) ESCALATION-CR#-Level of Escalation
- Content of e-mail must include
    - Definition and escalation of item.
    - History of item.
    - Reason for escalation.
    - Desired outcome of TC.
    - Impact to TC of not meeting the desired outcome or item remaining on current course of action as previously discussed at the Industry Change Control Meeting.
    - Contact information for appropriate Level including Name, Title, Phone Number, and E-m ail ID.
- For Level 2 escalation, it is not necessary to repeat information. However, the e-mail submission should include any additional information since the last distribution, including the reason that the matter could not be resolved at Level 1.
- Verizon will reply to escalation request with acknowledgement of receipt within 1 business day and begin escalation process through Level of escalation.
- Within 5 business days of receipt (4 from acknowledgement), Verizon Change Management appropriate executive (Level 1-Director or Level 2-Vice President) will reply through Verizon Change Management with Verizon position and explanation for that position. This five (5) day period is reduced to 1 day in the case of a Type 1
Change Request and reduced to 3 days in the case of a Type 2 Change Request.
- The escalating TC should respond to Verizon within 5 days as to whether escalation will continue or the Verizon response has been accepted as closure to the item. This five (5) day period is reduced to 1 day in the case of a Type 1 Change Request and reduced to 3 days in the case of a Type 2 Change Request.
- If the Verizon position suggests a change in the current disposition of the item (i.e., what has already been communicated to the industry), a conference call will be held within 1 business day of the Verizon decision in order to arrive at industry consensus with the appropriate executives.
- Verizon will publish the outcome of the conference call to the industry via e-mail. If unsatisfied with an outcome, either party can seek appropriate relief.

XVI. System Availability Notification

When Verizon systems implementing or supporting the OSS interfaces are subject to an availability change, Verizon must provide appropriate notification to the TCs of the change. Availability changes are categorized as follows:

System Outage
A Verizon system outage has occurred that prevents connectivity or prevents transaction processing, rendering the TCs unable to connect to Verizon through one of the production interfaces (e.g., Web GUI, EDI, CORBA), and extends more than 20 minutes.

System Slow Response
Verizon systems are responding to TCs in a manner substantially slower than typical transaction processing through one of the production interfaces (e.g., Web GUI, EDI, CORBA), over a period extending more than 30 consecutive minutes.

System Availability Schedule Changes
A change in System Availability that is to occur that differs from the published System Availability in the Handbooks and the 3-Month System Availability Forecast.

While the notification process for System Availability closely resembles the Type 1 Change Management notification process, these changes have a separate notification process.

Process Descriptions for System Availability Changes

The following provide detailed descriptions of the steps followed in the notification of system availability changes.

A. System Outage

1. *Reporting of a System Outage*

Either Verizon or a TC reports a system outage incident to the Partner Solutions Customer Care Center (PSCC).

2. *Assign a trouble ticket number and work to resolve the problem*

The PSCC logs a trouble ticket for the reported system outage incident. A trouble ticket number is assigned to the reported incident. Once the incident is logged, the PSCC works with Verizon and TC support groups to resolve the problem.

3. *Send initial industry notification*

Within **20 minutes** of the TC reporting the system outage to the PSCC, when the incident is related to connectivity, or within **1 hour** when the incident is related to transaction processing, the PSCC sends a System Outage Bulletin (see sample – appendix B).

If the issue has been resolved, the bulletin is marked "Final" in the report field. If the issue is not resolved, the bulletin is marked "Initial" in the Report field.

If the System Outage Bulletin is distributed outside of business hours, the appropriate TC contacts will be notified. TCs can choose to receive a page for bulletins distributed outside of business hours.

4. *Host Initial Industry Conference Call if Repairs Delayed*

If the Verizon problem is not repaired within *four hours and 20 minutes* (connectivity) or *five hours* (transaction affecting) of when the issue was first identified, the PSCC will host a call with the industry.

During the conference call, the following items should be discussed:
- Clarification of the issue.
- Current status on the outage.
- Timeline for subsequent updates on status to the industry (i.e., Industry Notifications and/or Industry Conference Calls)

Subsequent conference calls are scheduled with updates as agreed to in the initial call until a resolution is identified.

5. *Send final industry notification*

Until the system outage issues is resolved, Verizon will continue to distribute System Outage Bulletins (marked "Update") in time intervals as agreed to in the initial Industry Conference Call.

Once the system outage issue is resolved, the PSCC creates a final System Outage bulletin to notify TCs of a final resolution to the system outage incident. The bulletin is marked "Final" in the report field.

B. Slow Response

1. *Reporting of a Slow Response Incident*

A Slow Response incident is reported through the PSCC as identified by either Verizon or a TC.

2. *Assign a trouble ticket number and work to resolve the problem*

The Verizon support group representative logs a trouble ticket for the reported slow response incident. A trouble ticket number is assigned to the reported incident. Once the incident is logged, the help desk works with Verizon and TC support groups to resolve the problem.

3. *Send initial industry notification*

Within *1 hour* of the TC reporting the slow response the PSCC will issue a Slow Response Bulletin to notify TCs of a slow response incident. If the issue has been resolved, the bulletin is marked "Final" in the report field. If the issue is not resolved, the bulletin is marked "Initial" in the Report field.

For "Initial" bulletins, Verizon establishes a conference call to discuss the issue with the industry within five hours of when the issue was first identified while continuing to work towards resolution.

If the slow response bulletin is distributed outside of business hours, the appropriate TC contacts will be notified. TCs can choose to receive a page for bulletins distributed outside of business hours.

4. *Attend Initial Industry Conference Call*

If the Verizon problem is not repaired within *five hours* of when the issue was first identified, Verizon hosts conference calls with the industry. During a conference call, the following items are discussed:

- Clarification of the issue.
- Current status on the slow response
- Timeline for subsequent updates on status to the industry (i.e., Industry Notifications and/or Industry Conference Calls)

Subsequent conference calls are scheduled with updates as agreed to in the initial call until a resolution is identified.

5. *Send final industry notification*

Until the slow response issues is resolved, Verizon continues to distribute Slow Response Bulletins (marked "Update") in time intervals as agreed to in the initial Industry Conference Call.

Once the slow response issue is resolved, the Verizon support group representative creates a final Slow Response bulletin to notify TCs of a final resolution to the slow response incident. The bulletin is marked "Final" in the report field.

C. System Availability Change

1. *Post 3-month System Availability Forecast*

At the beginning of each month Verizon posts the forecast of the current month and two subsequent months of System Availability. This 3-month System Availability Forecast notes planned changes to standard system availability.

2. *Identification of System Availability change*

Verizon identifies a change to the published 3-month System Availability Forecast.

3. *Assign a Change Request number*

Verizon Change Management logs a Change Request for the system availability change. A Change Request number is assigned to the change.

4. *Send industry notification*

When a System Availability change is identified, Verizon Change Management issues a System Availability bulletin. If the bulletin is issued *10 or more days* prior to the change in System Availability, the System Availability Bulletin is issued marked as "Final". If the bulletin is issued *less than 10 days* before the change in System Availability, an Urgent System Availability Bulletin is issued marked as "Final "and contain an explanation for the change in availability. This less than 10 day notification is intended to be used only in extraordinary circumstances.

If the System Availability bulletin is distributed outside of business hours, the appropriate TC contacts will be notified. TCs can choose to receive a page for bulletins distributed outside of business hours.

XVII – Procedures for Changing the Change Management Process (CMP) Document

For the purpose of modifying the CMP Document, the following procedures will apply:

1. Any proposed modification to the CMP Document must be introduced during a regularly scheduled CMP meeting for discussion. Following introduction and discussion, a written copy of the proposed modification(s) will be circulated to the CMP audience at least 10 days prior to the next regularly scheduled CMP meeting in preparation for a vote.

2. During the regularly scheduled CMP meeting the written text of the CMP Document modification may be reviewed for discussion. In the event that no changes to the written language (the proposed modification) are required, a vote on the modification may be called. If it is determined that a change is required to the written text (the proposed modification), prior to acceptance, a vote on the proposed modification to the CMP document will be delayed for an additional meeting to provide for circulation of the final text version.

3. Any modifications to the CMP document requires a Super Majority of a 2/3 affirmative vote by the participating members [by TC], given a quorum of participants is present and voting. No vote will be valid if a Quorum of participants is not present and voting. All votes must be cast and disclosed during the CMP meeting at which the vote is called.

4. A Quorum is defined as 1 more than 50% of the mean whole number of TCs that have attended CMP meetings during the prior six regularly scheduled meetings.

5. Participants to the CMP may propose modifications to the CMP Document. Verizon retains the right to decline a TC proposed and passed modification to the CMP document based on practicality issues. For Verizon to exercise the right of decline, Verizon must object to the proposed CMP document modification prior to a vote being called.

Appendix A: Type 5 Change Request Form

The Change Request Form should be used both for TCs to describe changes they wish to see to Verizon OSS interfaces, and for Verizon to describe planned changes to TCs. This appendix includes the fields required for a completed form.

Type 5 Change Request Form

Instructions:
The intent of this form is to capture descriptive information on a CLEC initiated (Type 5) Change Request.
Please fill out all of the sections below as accurately and with as much detail as possible. Submit the completed change request form via the change management website :
http://www22.verizon.com/wholesale/local/cmp/oss-interface-change-management.html

Initiator

Telephone Number

E-mail

Initiator Company

Date request sent to Change Control

Identify the States that are affected by this change

Identify the products that are affected by this change   Select a product

Identify the processes that are affected by this change   Select a process

Identify the transactions that are affected by this change

Identify the interfaces that are affected by this change   Select an interface

Identify the LSOG versions that are affected by this change

Select a version

Describe the Change

Describe the functionality that you would like to enhance

Note: Describe what your Change Request is. Do not specify how to implement it.

Provide an example that justifies the change

Include attachments if available

How will your company benefit from completing the Change Request?

Describe the proposed solution to the change

How do you propose the Change Request can be implemented?

What is the expected output resulting from the proposed solution?

Change Request #   To be completed by Verizon

Interface Usability   To be completed by Verizon

Benefit to CLECs   To be completed by Verizon

Productivity Impact　　　To be completed by Verizon

Cost/Time Explanation　　To be completed by Verizon

LSOG Conformity　　　　To be completed by Verizon

Remarks　　　　　　　　To be completed by Verizon

Appendix B: Bulletin Format

For System Outage, System Availability, and Type 1 Change Request Bulletins, the general format will be the same as described below.

Verizon

<u>VERIZON Wholesale Customer Care Center</u>
<u>Type of Bulletin</u>

Severity: **1**
ID#:   **1000**
Subject: **Web GUI System Outage**
Date and Time of Bulletin: **06/28/99; 05:49:21 PM**
Date and Time Issue Identified: 06/26/99; 03:30:05 PM

Report: **Initial**
Category: **System**
Systems Impacted: **WEB GUI**
Area Impacted: **TSR, UNE**
Process Affected: **Pre-Order**
Region: **South**
Documentation Impacted: **Business Rules v 1.1.1**

Resolution:

Effective date:

Details: